

Pennsylvania Motorcycle Safety Program

Overview and Highlights

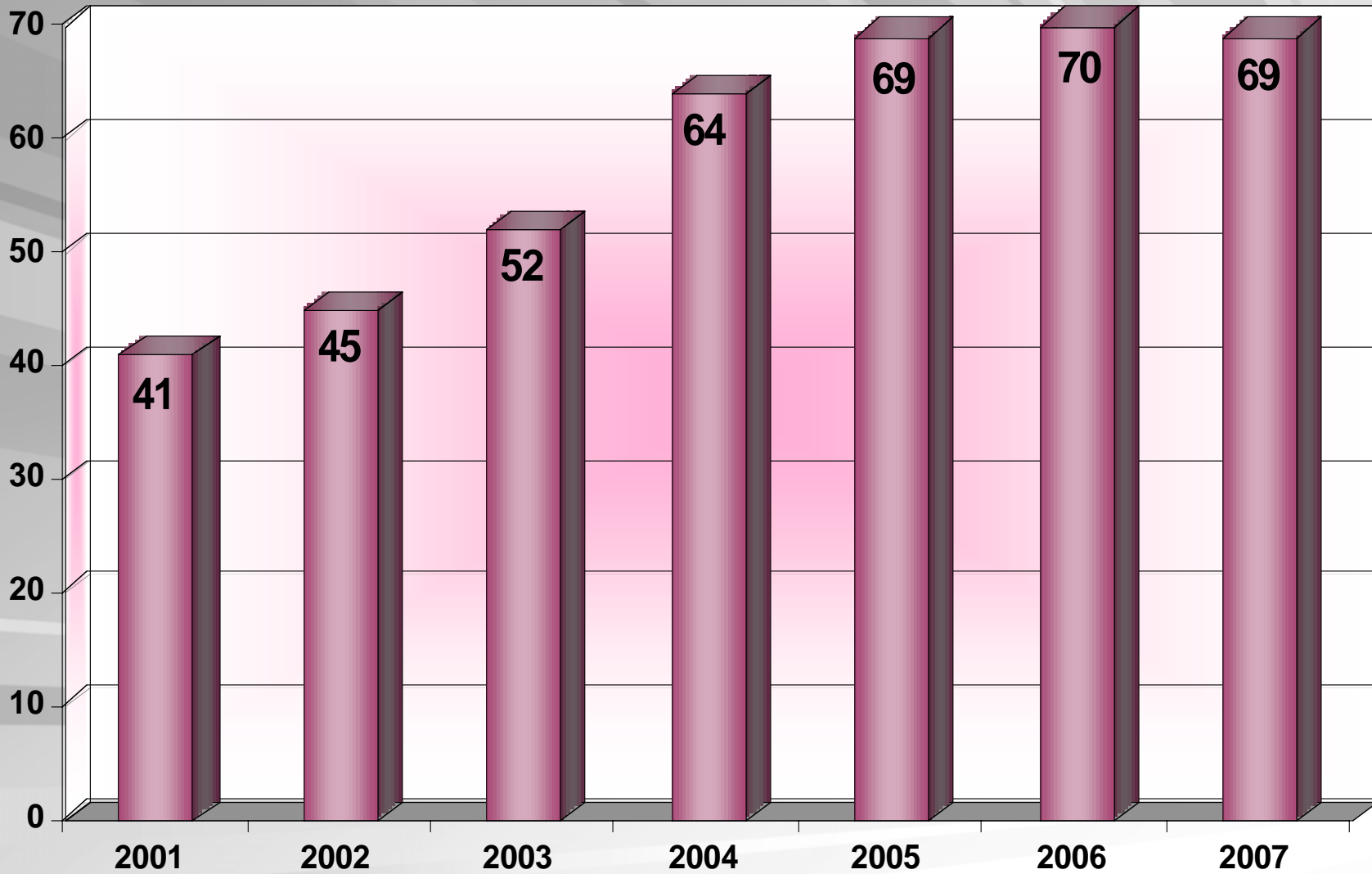


Evolution:

From 0 to 68 in 25 Years

- Legislated in 1984
- Funded by \$2 fee – motorcycle permits & annual license renewal
- By 2001 - \$1.8 million for training
- In 2002 – Increase to \$5 fee = \$4 million for training
- By 2008 – 68 sites & 25,000 trained annually

TOTAL SITES



STUDENTS TRAINED



Set-up:

Program Administration

- Department of Transportation

- Safety Administration

- Bureau of Driver Licensing

- Special Programs Division

- Key Characteristics

- Five year contract – currently

- Motorcycle Safety Foundation

- 2003 – 2008, 1999 – 2003

- Millersville University 1994 – 1998

- Indiana University 1984 - 1993

Program Features

– License Waiver

- Permits require knowledge test administered at PennDOT's driver licensing centers.
- Exams administered by PA Motorcycle Safety Program
- Results are posted to PennDOT's licensing system
- Updated licenses sent from PennDOT to customers

Centralized Program Administration

- Support services headquartered in York, PA
 - Processing licensing information
 - Contracted payroll services
 - Part-time/seasonal staff: RiderCoaches, mechanic's assistants, office staff & phone schedulers
 - Full-time staff
 - 2 Administrative Assistants – full-time
 - 2 Program Assistants – full-time
 - State Coordinator and Assistant State Coordinator
 - 3 Mechanics

Program Administration: Roles

- Records maintenance
 - Student records: registration, test results, completion cards, licensing paperwork
 - “WID” machines post licensing/training results to PennDOT’s Driver Licensing system
- Field support
 - Site liaison and scheduling sites
 - Mechanical maintenance support
 - Site Supplies and site set-up
 - Paperwork for RiderCoach Preps, Professional Development Workshops

Program Administration: Features

- Web-based office system
 - Manage RiderCoaches, schedules, site information online
 - RiderCoach Webpage
 - Library – newsletters, forms, Policies & Procedures
 - Site Coordinator Forum
 - Customer Service Feedback
 - Automatic to registered students
 - Reports and ratings available online to DOT and Site Coordinators, Trainers and RiderCoaches

MSP Web Site

Pennsylvania Motorcycle Safety Program - Windows Internet Explorer


http://pamsp.com/ Yahoo! Search

File Edit View Favorites Tools Help

Pennsylvania Motorcycle Safety Program

Page Tools

PENNSYLVANIA MOTORCYCLE SAFETY PROGRAM



How To Register

[Learn How](#)


The Motorcycle Safety Program (MSP) was established to teach riders of all skill levels the basic fundamentals needed in order to safely operate a motorcycle. The MSP was created from legislation in 1984 and began one year later. The Motorcycle Safety Program is free to all Pennsylvania license holders.

MOST 2008 SCHEDULES ARE NOW AVAILABLE FOR VIEWING. CLICK ON "VIEW COMPLETE SCHEDULE".

Classes begin to open for registration at the end of February. However, you need to check the "Open Date and Time" for the exact date and time each class opens.

To register, you will need:

- (1) Valid PA Motorcycle Permit from the PA Department of Transportation. [Click here for information](#)
- (2) An online profile. [Click here to begin](#)



MOTORCYCLES FOR SALE! >>

Student Login

RiderCoach Login

Dealer Login

[Create a Profile](#)
[Forgot your password?](#)

[How to Register](#)
[Online Registration Help](#)
[Registering Others](#)
[Find a Course](#)
[Course Information](#)

- Basic RiderCourse
- Experienced RiderCourse
- Program Stats 2007 (pdf)
- Program Stats 2006 (pdf)
- Program Stats 2005 (pdf)
- PennDOT Statistics

Internet 100%

start Inbox - Microsof... Pat Microsoft Power... PAMSP - Pennsylv... Pennsylvania Mo... 12:56 PM

Online Customer Service Survey

- Introduced in 2007

- Features

- 22 questions

- Strongly agree, agree, disagree, strongly disagree, NA

- 6 Demographic questions –

- Age, gender, riding experience, completed course, permit or license, Basic or Experienced course

- 2 Open-ended questions –

- What did you like?

- Any concerns or issues?

Customer Service Survey – 2007 Results

- 9241 surveys submitted online
 - Average response rate per site approximately 30%
 - In 2006, only 3,682 students completed mailed paper surveys
- Highest rating was 4.9 - RiderCoach was knowledgeable
- Followed by 4.85 - RiderCoach provided positive reinforcement
- Lowest rating was 4.24 – Site location was convenient

Customer Service - Ratings

■ Categories – examples of questions

– Web site and registration

- Was the website easy to use?
- Were registration times convenient?

– Facility and equipment

- Were the motorcycles well maintained?
- Were the facilities easily located?

– RiderCoach and curriculum

- Was the instructor polite and courteous?
- Were the materials easy to understand?

Customer Service Survey

PAMSP CSI Survey - Individual Answers - Windows Internet Explorer

http://www.pamsp.com/CSIReports-Indie.aspx?id=38&flag=1

File Edit View Favorites Tools Help

PAMSP CSI Survey - Individual Answers

Site: 38
Course: 238001

Question-1: Did you find the website, www.pamsp.com easy to use?
Answer: 5

Question-2: Were the instructions for registering online helpful?
Answer: 5

Question-3: Were the classes opened for registration at a time that was convenient for you?
Answer: 5

Question-4: How well did the information at www.pamsp.com answer your questions?
Answer: 5

Question-5: Did the instructor provide positive reinforcement?
Answer: 5

Question-6: Was the instructor knowledgeable?
Answer: 5

Question-7: Was the instructor polite and courteous?
Answer: 5

Question-8: Did the instructor provide individual attention?
Answer: 5

Question-9: Did you receive a good explanation of the course?
Answer: 5

Question-10: Did you receive the materials in a timely manner?
Answer: 5

Question-11: Were the materials easy to understand?
Answer: 5

Question-12: Were the materials of good quality?
Answer: 5

Question-13: Were the motorcycles well maintained?

Internet 100%

start | Inbox - Microsoft Out... | Pat | Microsoft PowerPoint ... | Internet Explorer | 1:06 PM

CSI Reports

CSI_Reports - Windows Internet Explorer

http://www.pamsp.com/CSI_Report.aspx

File Edit View Favorites Tools Help

CSI_Reports

Page Tools

Reports Generated for: All Sites

Print to PDF Export to Excel

Site ID	Site Name	Submitted	Q-1	Q-2	Q-3	Q-4	Q-5	Q-6	Q-7	Q-8	Q-9	Q-10	Q-11	Q-12	Q-13	Q-14	Q-15	Q-16	Q-17	Q-18	Q-19	Q-20	Q-21	Q-22	Response Rate	
1	NAS Willow Grove Joint Reserve Base	173	4.38	4.47	4.4	4.4	4.75	4.87	4.82	4.66	4.68	4.73	4.73	4.73	4.52	4.48	4.68	4.71	4.44	4.9	4	4.18	4.25	4.45	36.04%	Comments - Surveys
2	Ramada Inn - Essington	169	4.5	4.56	4.38	4.48	4.83	4.88	4.83	4.7	4.75	4.75	4.74	4.72	4.51	4.36	4.3	4.68	4.61	4.83	3.98	3.9	4.4	4.58	28.50%	Comments - Surveys
3	Philadelphia Cycle Center	200	4.47	4.54	4.23	4.59	4.78	4.88	4.78	4.65	4.71	4.78	4.73	4.7	4.42	4.36	4.28	4.68	4.56	4.84	4.12	3.98	4.26	4.58	19.19%	Comments - Surveys
5	Center For Arts & Technology	200	4.43	4.5	4.47	4.42	4.83	4.87	4.82	4.67	4.67	4.84	4.73	4.71	4.73	4.67	4.42	4.5	4.58	4.9	4.36	4.08	4.8	4.69	32.68%	Comments - Surveys
6	Middle Bucks Institute of Technology	231	4.42	4.54	4.54	4.56	4.88	4.93	4.91	4.74	4.83	4.89	4.84	4.8	4.48	4.36	4.46	4.67	4.64	4.93	4.38	4.36	4.56	4.52	38.31%	Comments - Surveys
8	Northampton Community College	192	4.37	4.49	4.42	4.5	4.87	4.94	4.9	4.76	4.78	4.83	4.8	4.81	4.81	4.75	4.47	4.63	4.65	4.77	4.42	4.27	4.82	4.88	31.95%	Comments - Surveys
9	Cheyney University of Pennsylvania	120	4.28	4.44	4.46	4.49	4.84	4.93	4.88	4.78	4.72	4.87	4.79	4.73	4.52	4.41	4.66	4.64	4.4	4.88	4.78	4.61	4.62	4.75	29.13%	Comments - Surveys
10	Brian's Harley Davidson/Buell	225	4.43	4.51	4.6	4.52	4.89	4.91	4.89	4.82	4.71	4.88	4.8	4.82	4.47	4.38	4.34	4.57	4.67	4.81	4.49	4.57	4.79	4.8	29.68%	Comments - Surveys
11	Luzerne County Community College	149	4.39	4.51	4.53	4.57	4.86	4.91	4.86	4.74	4.71	4.79	4.72	4.77	4.52	4.39	4.36	4.6	4.53	4.84	4.44	4.46	4.58	4.72	29.22%	Comments - Surveys
13	Harlan Rowe Junior High School	36	4.47	4.67	4.47	4.38	4.97	5	5	4.8	4.8	4.8	4.8	4.71	4.57	4.57	4.81	4.71	4.79	4.76	4.67	4.5	4.67	5	29.51%	Comments - Surveys
14	Lincoln University	77	4.47	4.43	4.48	4.47	4.71	4.75	4.7	4.59	4.62	4.7	4.68	4.73	4.49	4.44	4.33	4.54	4.36	4.68	4.11	4.38	4.33	4.33	36.15%	Comments - Surveys
15	Sautter's Cafe/Philadelphia Business Center	172	4.27	4.4	4.32	4.34	4.88	4.94	4.83	4.75	4.73	4.85	4.78	4.77	4.4	4.24	4.13	4.72	4.5	4.83	4	3.77	4.36	4.38	31.10%	Comments - Surveys
16	Valley Forge	187	4.26	4.34	4.32	4.36	4.76	4.82	4.83	4.67	4.54	4.77	4.73	4.68	4.41	4.37	4.38	3.98	4.51	4.45	3.89	3.7	4.34	4.45	35.69%	Comments - Surveys
17	Blackman's Cycle Shop	397	4.42	4.46	4.41	4.4	4.91	4.95	4.89	4.78	4.78	4.86	4.78	4.8	4.48	4.42	4.53	4.69	4.79	4.82	4.12	4.08	4.38	4.61	32.38%	Comments - Surveys

Done

Internet 100%

start

Inbox - Microsoft Out...

Pat

Microsoft PowerPoint ...


Internet Explorer

1:08 PM

Program Administration – Time Sheet Features

- Paid by unit coached
- Separate pay scheme for Site Coordinators
- Auto-reconciliation – Validation of amounts
- Reports on sections, units taught by RiderCoach and Site Coordinator

2008 Payroll Invoice



Payroll Report by Course Number

Reports - Windows Internet Explorer
https://schedule.pamsp.com/Admin_Reports.aspx

Payroll Related Reports - Windows Internet Explorer
https://schedule.pamsp.com/Admin_Payroll_Reports.aspx?report=byCourse

[Export to XLS](#) [Print](#) [Close Window](#)

Report Ran: 2/7/2008 1:12 PM

Search by Course : [Run Report](#)

Course Number(s): **244003** IBA Rate: **1.15%**

Name	Units	Date Received	Total Pay	FCS Total Pay
Eric Barr 244003,244004	2.00	4/23/2007	\$100.00	\$115.00
Robert Beyer 244003,244004	12.00	4/23/2007	\$545.00	\$626.75
Charles Boll 244003,244004	5.00	4/23/2007	\$117.00	\$134.55
Johnny Lebron-Montes 244003,244004	4.00	4/23/2007	\$200.00	\$230.00
Michael Marcantino 244003,244004	2.00	4/23/2007	\$100.00	\$115.00
Totals	25.00		\$1,062.00	\$1,221.30

ja Done Internet 100% 1:13 PM

start | Inbox - Micr... | 2008 Memos | Microsoft P... | Reports - W... | Payroll Rela... | January 20...

Geography of Pennsylvania

■ 3 Regions

- Western – Pittsburgh to Erie North/South, includes Johnstown/Altoona
- Central – Harrisburg, State College, Mansfield, cluster of sites around York
- Eastern – Philadelphia area, Allentown

■ 68 Sites in 2008

- Community Colleges, State Universities, Public Schools, Turnpike and public Authorities
- Dealerships
- Hotels

Finding A Site

- Challenges – PA MSP finds, secures and set up all sites
 - Northern PA is rural and sparsely populated – finding large paved lots
 - Use of public schools, colleges, dealerships – competing with events
 - Zoning regulations – light standards and planters

Site Requirements

- Classroom & Range may be separate facilities
- Shed location on the range
- Access
 - Hours
 - Doors open – key provided or during staffed hours
 - Conflicts with events
- Parking
- Shade
- No smoking

Site Management

■ Role of Site Coordinator

- Duties – stamp holder, open classes, site management, scheduling RiderCoaches, paperwork processing
- Assistant Site Coordinators
- Class lists – downloaded
- Site Coordinator Professional Development Workshop

Sheds

- Dimensions & style
- Safeguarding
 - Security bars
 - Fork locks
 - Keys
- Niceties
 - Tarps, umbrellas, shade & rain protection
 - Picnic tables

Site Shed Example



Training Fleet as of January 2008– 1,166 motorcycles

- Strategic Inventory Plan – replacement & upkeep
- Maintenance
 - Staffing
 - 3 full time mechanics – set-up, repair, routine maintenance, mini clinics for RiderCoaches
 - Part-time helpers – winter maintenance, bike washing, bike delivery
 - Parts
 - Wholesale discounts (batteries)
 - 20% off all parts
 - Manufacturer exhausts
 - Storage
- Average age = 2004 (in 2008) –
 - 42.5% are less than 2 years old as of 1/08

Motorcycle Maintenance

Motorcycle maintenance housed at 2 locations

- - Middletown (Central Pennsylvania) warehouse – two mechanics with seasonal helpers
- - Homestead (Western Pennsylvania) facility – one mechanic with seasonal helpers

MSP Motorcycles



The PA MSP Coaching Team

- Trainers – 10 serving all 3 regions

- RiderCoaches – 531 (January 2008)

Specialized Presentation

Intersection Module

- Program introduced in 2007 to increase motorists' awareness of motorcyclists and scooter riders on the roadway
- Customized program for 3 different audiences: Teens, General Driving Community and Commercial Drivers
- A presentation was given to the Driver's Education Committee of the PA Dept. of Education. We would like them to include Intersection DVD on motorcycles into their curriculum about sharing the roadway.
- Promotional materials will be mailed to 360+ school districts who provide driver education programs across the State of Pennsylvania.

Specialized Presentation

SeasonedRider Module

- Program that explains the general effects of aging on the skills necessary to ride a motorcycle safely
- RiderCoaches participated in a SRM presentation at the 2007 PDW. They can now take the SRM out to the community, clubs, dealerships or wherever there is interest.
- RiderCoaches presented the program to various groups throughout the year and it was highly rated for content and value.

Recruitment and Retention

- Online application & tracking process
 - www.pamps.com Click on motorcycle jobs
 - Manage RC Applications – stores applications electronically, allows for sorting of applications, set statuses
 - Since 2006,
- Screening and Interviews
- Rider Coach Prep Workshops (RCPs) – 9 planned for 2008

Recruitment

- Recruitment postcards are mailed annually to previous students who have completed our course within the last 2 years and meet the criteria established.
- Paid help wanted ads are placed in local newspapers when there is a need for RiderCoaches in a particular area.
- Postcards are also available at various public relations events that our RiderCoaches attend.



Fun, flexible and rewarding jobs!
Motorcyclists with positive attitudes are encouraged to join a great team of part-time motorcycle safety instructors.

Apply now and earn \$18 an hour at
www.pamsp.com.

Click on motorcycle jobs.

Public Relations

WHO:

- **RiderCoaches**
- **RiderCoach Trainers**
- **Administrative Staff**

WHAT:

- Talks
- Set-up TV/DVD to show Group Riding & Seasoned Rider Modules
- Fatal Vision Activities
- Distribute “*Watch for Motorcycle*” Stickers, Flyers, RiderCoach Recruitment Postcards & Motorcycle Operator’s Manuals
- Place link on their website to our website



Public Relations- continued

WHERE:

- Bike Expos
- Company Health & Safety Fairs
- PennDOT & Motorcycle Dealer Open Houses
- Radio & TV Spots
- Clubs
- Training Site Sponsors

FOR WHOM:

- Targeting motorcyclists who are interested in our course
- Those who want to be licensed
- Other Motorists
- Older Riders

Getting the Word Out

Emails and Postal Service



Professional Development Workshop (2007)

Workshop Intro: RCTs provide a demonstration of a quality BRC classroom Have the “Motorcycle Controls” photos posted around the room prior to start

Motorcycling Excellence: Chapter 11
“Traction” RCTs model facilitation of BRC classroom, by assigning 15 study questions.

**Motorcycling Excellence: Ch. 12 “ The
Traction-Pie Analogy”**
Range Cards Quiz

Professional Development Workshop (2007)

What's New for 2007 (Review of P&P Manual and 2007 changes)

Have Group Riding DVD playing during break

RiderCoach Panel Discussion

Have training room ready for Seasoned Rider module after panel discussion.

Demonstration of *SeasonedRider* RETS module

Workshop Wrap-up

Professional Development Workshop Process

- Surveys
- Evaluations
- RiderCoach Trainer Meetings
- Prioritize

Policies & Procedures

- Each RiderCoach is provided a copy of the P & P at the conclusion of the RCP
- New RCs sign a statement that they have reviewed the P &P
- Revisions to P & P are made as needed and are covered at the annual Professional Development Workshops (PDW)

P & P Statement

Motorcycle Safety Program
190 Arsenal Road
York PA 17404
800-874-8900

I agree to read and abide by the **Policies and Procedures**. I understand that I will read these at least once every season. I understand that I am governed by the contents of the manual and that MSP may change, rescind or add to any policies or practices described in the manual with or without prior notice. MSP will advise employees of material changes within a reasonable time. The Policies and Procedures will be read within one month of completing the RiderCoach Preparation Course.

Employee Signature

Date

Employee's Name (printed)

P & P (2007)

TABLE OF CONTENTS

- **Section A Background**
- **Section B Motorcycle Safety Program Organization Chart**
- **Section C Regional Coordinators:** *Site Administration and Site Coordinator Support...RiderCoach Training ...Training Locations ...Submitting Paperwork*
- **Section D RiderCoaches Trainers:** *RiderCoach Trainer Selection, Certification, and Recertification ...Submitting Paperwork*
- **Section E RiderCoaches :** *Certification ...Annual Professional Development Workshops...Basic First Aid Certification ...RiderCoach Conduct ...Coaching in the Classroom ...Coaching on the Range ...Honoring Coaching Commitments ...Media Contacts ...Release Form for Use When Photographing Students
(Also see Section N, “Administering the Knowledge Test”)*
- **Section F Counseling-out Guidelines:** *Novice Students and the Basic RiderCourse...Counseling-out as a Last Resort ...Suggested Counseling-out Guidelines*

P & P (2007)

- **Section G Dropped Motorcycle Reports and MSF Incident Reports:** *The MSP Differentiates Between “Dropped Motorcycles” and “MSF Incidents”*

...Completing Dropped Motorcycle Reports ...Completing MSF Incident Reports ...Required Follow-up (After Any Emergency Is Over) ...Summary of Differences Between “Dropped Motorcycle Report” and “MSF Incident Report”

- **Section H Compensation and Travel Information:** *RiderCoach Compensation Rates*

...The Payroll Company ...Submitting MSP Payroll Invoices ...Timely Receipt of Payroll Checks ...Completing the MSP Payroll Invoices ...Compensating RiderCoaches for Cancelled Classes or Classes That Must Be Coached as Single RiderCoach Courses ...Compensating RiderCoaches for Traveling to a Site Other Than Their Nearest or “Home” Training Site

- **Section I Training New RiderCoaches:** *RiderCoach Candidate Eligibility ...RiderCoach*

Prep Workshops (or RCPs) ...RiderCoach Internships ...Working with Interns ...Out-of-State RiderCoaches Moving to Pennsylvania

- **Section J Disciplinary Action:** *Warnings, Probationary Periods, and Termination/Decertification ...Use of Prescribed Drugs and Over-the-Counter Medication ... Strict Prohibition Against Illegal Drugs ... Alcohol Consumption ... Violations of the Substance Abuse Prohibitions ... Firearms/Weapons*

P & P SITE COORDINATION TRAINING MANUAL

SITE COORDINATION TRAINING MANUAL

- *“Need to Know” information for all Site Coordinators / Assistant Coordinators and “Nice to Know” information for all MSP RiderCoaches.*

Section K Site Coordinators/Assistant Coordinators: *Basic Program Requirements*

- *...Training Site Equipment and Facilities ...Training Site Quality Assurance*
- *...Emergency Notification ...Classroom Responsibilities ...Licensing Issues*
- *...Site Coordinator Compensation*

P & P SITE COORDINATION TRAINING MANUAL

Section L Student Eligibility for the Basic RiderCourse: *Students with Class “M”*

- *Permits ...Students with Class “M” Licenses ...Students Under Age Eighteen*
- *...Out-of-State Students ...Out-of-State Students Employed by US Armed*
- *Forces, Federal Government, or Pennsylvania State Government ...Students*
- *with Scooters ...Students with Personal Motorcycles*

Section M Class Opening Procedures: *Opening a Basic RiderCourse ...Staying*

- *Proficient ...Equipment Required ...Logistics ...Check-in Procedure ...Closing*
- *Registration ...Completing Paperwork ...Checking Paperwork*

Section N Administering the Knowledge Test: *Avoiding Conflicts of Interest*

- *...Numbering the Knowledge Test ...Accommodating Students with Reading*
- *Difficulties ...Scoring the Knowledge Test and Reviewing Test Results with the*
- *Class ...Students Who Fail the Knowledge Test*

P & P SITE COORDINATION TRAINING MANUAL

Section O Administering the BRC or ERC Skill Evaluation: *Avoiding Conflicts of*

- *Interest ... Staying Proficient ... Site Coordinator/Assistant Coordinator and*
- *RiderCoach Roles ... Important Points About the Skill Evaluation ... Clarification*
- *Regarding Certain Scoring Issues ... Licensing Procedures ... PENNDOT*
- *Update Cards for Class "M" Permit Students Who Successfully Complete*
- *Training ... Level 2 Re-ride Classes for BRC Students ... Differences Between*
- *the ERC Skill Evaluation and the BRC Skill Evaluation.*

Section P Important Points Regarding PENNDOT Licensing: *Misrepresenting Skill*

- *Evaluation Dates Will Result in Immediate Termination ... Paperwork for*
- *Returning Students ... Students Must Pass the Classroom and Range Portions*
- *of the Basic RiderCourse in a Single Calendar Year ... 3 Unsuccessful Attempts*
- *to Pass the BRC or ERC Skill Evaluation Invalidate a Class "M" Permit*

P & P SITE COORDINATION TRAINING MANUAL

Section Q Paperwork for the Basic RiderCourse: *Staying Proficient ... BRC Paperwork*

- *Packets ...50-Hour Certification Forms ...“Transfer” Students ...Important*
- *Reminders for Site Coordinators/Assistant Coordinators ...Allocation of*
- *RiderCoach Compensation*

Section R Experienced RiderCourse Suite Information: *Student Eligibility*

- *...Registering Students for an ERC Class ...Completing ERC Paperwork*
- *...Successful Completion of the ERC ...Submitting ERC Paperwork ...ERC*
- *Class Size ...Private Club ERCs*

Appendix 1 Pass/Fail Codes Used on PENNDOT 402 Forms and Class Lists

Appendix 2 50-Hour Certification Form

Appendix 3 Sample Permits and Sample PENNDOT 402 Forms

Appendix 4 Current Rate Schedule for Coaching and Site Coordination

Appendix 5 MSF Incident Report Forms and Dropped Motorcycle Report Forms

Appendix 6 Release Form for Use When Photographing Students

AWARDS RECEIVED

■ 2006 MSF Award for “Outstanding State Program - Category IV”

- Each year, the Motorcycle Safety Foundation acknowledges outstanding achievement and excellence in rider education and training, honoring agencies, organizations, programs, dealers, the media and individuals who enhance motorcyclist safety.

■ MSF 2006 Award of Excellence – David Surgenor

- The MSF is appreciative of the hard work and commitment and commends the dedication it took David Surgenor to earn this achievement. Dave has been instrumental in the roll out of MSF's new curriculums and has assisted many states through designing Learning Centers, Professional Development Workshops, and sharing a wealth of materials from Pennsylvania and its trainers.